

City of Lowell
Job Posting
Please Post- April 28, 2015
Deadline: May 12, 2015
Career Center of Lowell
Business Services Representative

Job Title: **Business Services Representative** (1100-DH07, 2129)
Department: Career Center of Lowell
Reports To: Career Center Manager
Salary Range: \$42,915.60 (min) to \$50,311.56 (max) per City Ordinance; Grant Funded
35-hour standard work week

SUMMARY

Builds employer understanding and commitment to the Career Center of Lowell. The Business Services Representative will accomplish this by: marketing and promoting the Career Center of Lowell to employers; gathering and disseminating labor market information; planning and organizing job fairs and recruitments; establishing and maintaining a data bank of information on local employers; assisting CCL staff by soliciting employment opportunities for CCL customers.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Market Career Center resources to employers and job seekers; which would include using current technology (Help Wanted Online) and social media.
- Plans, organizes and conducts job fairs, special events, and recruitments to provide large scale labor exchange opportunities for both employers and job seekers.
- Establishes and maintains effective working relationships with employers by making personal visits, determining employer needs, explaining Career Center services, and obtain Job Orders that meet established standards and customer needs.
- Acts as an agent for local area employers by explaining employer's needs and requirements in meetings and conferences with Career Center staff to ensure employer's job orders are serviced. Make appropriate job order referrals to employers based upon job order qualification and employer requirements.
- Establishes and maintains a file of information on local area employers by recording data obtained through research and personal visits to assist agency in delivering placement related services.
- Implements programs designed to promote the services of the Career Center through the use of local print, electronic and social media to inform the public and employers of Career Center services and programs.
- Disseminates information on a variety of subjects such as labor market, state and federal programs and employment related information by conducting and participating in meetings, and/or sending written communication to provide detailed information on local employment conditions and trends.
- When funding is available promotes the On-the-Job-Training program (OJT). Works with

interested employers to find appropriate candidates for the OJT, and working with the CCL fiscal staff, administers the OJT for the duration of the training.

- Recommend new training initiatives in line with labor market needs and job orders.
- Contact employers to solicit and confirm information and to refer prospective employees.
- Advise employers of the Workforce Training Fund grant and tax incentives.
- Advise and engage employer support for industry specific grants dealing in high demand areas such as Health Care and Advanced Manufacturing.
- Establishes relationships with local employers that will result in a knowledge of company standards which in turn will determine the training and educational development subsidized by the Center.
- Gather and analyze customer satisfaction data on a continuous basis. Set up follow-up procedures to respond to customer input and feedback.
- Meet monthly and quarterly goals/performance standards.
- Performs other duties as assigned.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

BA/BS preferred in a related field, i.e., Business, Marketing, Communications. Own transportation and valid driver's license required. Two years interaction establishing working relationships with private sector employers preferred. Job placement and workforce development experience preferred.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rates, ratios, and percentages based on established guidelines published by the State and/or Federal government.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of information and instructions furnished in written, oral, diagram, or graphic form.

COST ALLOCATION CLASSIFICATION

The person occupying this position must document and be able to support appropriate allocation of their time. The guidelines to be followed shall be the allocation plan of the City of

Lowell/Career Center of Lowell.

CERTIFICATES, LICENSES, REGISTRATIONS

Must possess a valid driver's license.

OTHER SKILLS & ABILITIES

Ability to communicate effectively, both orally and in writing. Ability to understand and be sensitive to the needs of the economically disadvantaged and/or dislocated worker. Ability to develop and maintain effective working relationships with others. Ability to plan, schedule and execute assigned tasks. Knowledge of labor market conditions and trends for a variety of occupations. Knowledge of marketing and sales techniques. Knowledge of using technology and social media as it relates to employment opportunities

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee frequently is required to sit. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee will be required to travel within the Northern Middlesex area, making written and oral presentations to individuals, small groups and large audiences and listening and responding to issues and concerns. Therefore, a valid driving license and reliable transportation is necessary. The employee may occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The noise level in the work environment is active and moderately loud.

The City of Lowell is a smoke and drug free employer and requires a physical with drug screen, CORI post offer.

Qualified individuals should send application/resume with cover letter to the Human Relations Office, Mary Callery, HR Director Room 19 - City Hall, Lowell, MA 01852 by 4:00 PM: Deadline ~ May 12, 2015. Applicants may also send application/resume with cover letter to fax 978-446-7102 or email to cityjobs@lowellma.gov

EOE/AA/504 Employer